Caerphilly Observer
Independent Community News Service of the Year 2018

Your FREE independent newspaper serving Caerphilly County Borough

Introduction

Caerphilly Observer is published by Caerphilly Media Ltd. We have a fortnightly print edition with a free circulation of 13,000 copies and a website that attracts 60,995 users a month generating 139,158 page impressions (ave. between Jan and Mar 2019).

The website and print edition cover the Caerphilly County Borough unitary authority area.

Our editorial standards

We adhere to IPSO's Editor's Code of Practice, a copy of which is displayed prominently in our newsroom. Editorial staff are constantly reminded of the importance to operate within the code.

Editor and Publisher Richard Gurner is the person responsible for maintaining editorial standards and advises editorial staff on matters relating to the Editor's Code of Practice.

Where appropriate, we would seek the guidance of IPSO for advice if a situation arises where there is ambiguity surrounding the code.

Complaints policy and procedure

Our complaints policy and procedure is published in full on our website at caerphilly.observer/complaints. An abridged version is also published in our print edition on page two. The IPSO logo is displayed in the footer of our website on every page and on page two of the printed edition.

The following wording appears on our website at caerphilly.observer/complaints.

Caerphilly Observer is regulated by the Independent Press Standards Organisation (IPSO) and adheres to the Editors' Code of Practice (www.ipso.co.uk/editors-code-of-practice).

Editorial complaints should be made in writing to the editor via email at complaints@caerphillyobserver.co.uk or via post to: The Editor, Caerphilly Observer, Britannia House, Caerphilly Business Park, Van Road, Caerphilly, CF83 3GG.

All complaints should include a detailed description of the complaint, with reference to specific words, phrases, images, instances, dates and records that are relevant, and which clauses of the Editors' Code of Practice you believe the publication has breached. Please include the URL of the relevant article if possible.

Complainants need to include their full name, email address, postal address and daytime telephone number. Complaints must be contemporaneous and must be made within four months of publication. The editor will investigate and respond accordingly within 21 working days.

The editor will confirm receipt of the complaint within three working days by contacting the complainant via email.

All complaints will be dealt with by the editor of the publication that published the article.

The editor will investigate the complaint to the best of his ability, in respect of the Editors' Code of Practice, and respond accordingly.

If we uphold your complaint, we will inform you of the remedial actions taken or to be taken.

If the complainant is not satisfied with the outcome, they can contact IPSO directly by phone at 0300 123 2220, email inquiries@ipso.co.uk, or by post at IPSO, Gate House, 1 Farringdon Street, London, EC4M 7LG.

All information provided to Caerphilly Media Ltd (the publishers of Caerphilly Observer) will be handled sensitively and within the boundaries of the Data Protection Act 1998.

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Training

As an independent publisher, we provide 'on the job' training to our editorial staff. Advice is regularly given to editorial staff on the importance of adhering to the code. A copy of McNae's Essential Law for Journalists is also readily available in the newsroom. When appropriate, editorial staff also attend law refresher courses provided by NUJ Training Wales.

Compliance

In the period relevant to this report (2018) we have not had any complaints referred to IPSO.

Online: Caerphilly.Observer | 029 2125 0855 | contact@caerphilly.observer
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